

**ATTACHMENT D  
SERVICE NARRATIVE  
COMMUNITY BASED SERVICES**

**Agency Name:**

**Service Standard: Family Preservation Services**

**Region:**

**SERVICE NARRATIVE**

Maximum of 5 pages not including attachments, Times New Roman font, no less than 10 font, 1 inch margins.

Description of requested attachments can be found in KidTraks RFP User Guide- Appendix B.

Respondents should provide one Service Narrative for each service standard included in the proposal.

Successful respondents will be considered for a contract if:

- The respondent passed phase 1 scoring
- AND The respondent's score is higher than other bidders in the same region;
- AND The region believes there is a need for the service and/or provider in that region

Each service narrative must address the following topics:

**HISTORY OF QUALITY SERVICES**

- Describe your agency's experience delivering the proposed service, along with examples of successful service delivery. If your agency does not have experience delivering the proposed service, describe in detail your agency's plan to deliver the service.
- Explain your agency's current status and involvement within the community, including previous successful collaborations with community based agencies or organizations.

**SERVICE STANDARD & INTAKE/REFERRAL PROCESS**

- Describe the internal Accept/Reject referral process for the proposed service, including how the email notifications are monitored and how the decision is made to either Accept or Reject the referral.
- Describe the process to initiate services, including key positions that ensure the initiation timeframes of referrals will be met as outlined in the DCS Service Standards and first contact with the FCM and referred persons.

**SERVICE DEMOGRAPHICS**

- Identify your agency's local office location that will serve the county or region. How will this location best serve clients in this area?
- Describe your agency's ability to serve diverse cultural population. This includes the availability of multilingual staff and cultural diversity training provided by the agency.

**PRACTICE MODEL**

- Describe how your agency determines the client's level of need for the proposed service.
- Describe any Evidence Based/Promising Practice Models or Curriculum you are incorporating into the proposed service. If proposed service requires a model or curriculum, verification must be included.
  - *Requested attachment: Evidence Based/Promising Practice Documentation or Curriculum*

**STAFFING STRUCTURE**

- Describe how your agency assigns cases to staff to ensure client's needs are met.
- Describe how your agency tracks, monitors, and adjusts caseload sizes.
- Describe your agency's frequency and method of supervision, and how your agency determines the appropriate frequency and method.
- Describe supervision tools utilized with staff, including managing supervision logs.